

My name is Luis Rodriguez and I would like to ask you why I can't get access to a POP line my ISP company has in Puerto Rico. The access line the company has 787-622-0820 and when I call the telephone company they say that if I dial that specific number I will get charged as a long distance call. This is not fair because the P.R. Telephone Company has access lines for the metro area of San Juan. Please, let me know if I can use that service because I'm paying for that month after month and I have not access yet. My telephone number is 787-841-5366 Or 787-617-7997. This is my second request (Complaint# 8823073). Thank you very much.